

InterPreters, Inc.

10530 Mersington Avenue

Kansas City, MO 64137

www.interpreters24hours.com

(816) 761-5334

(816) 761-3155 (fax)

Schedule for Interpreting services, Translating services, Transcription services and Title III monitoring.

Contract Number: GS-10F-0287X
Contract Period: 5/27/2011 – 5/26/2016
Duns Number: 869056064
Contract Administrator: Sara Gardner
Email address: saragardner@msn.com

Business Classification: Women/ minority owned

Ordering Process:

InterPreters, Inc. accepts service requests via email, telephone and fax. Contact Sara Gardner for all inquiries. Telephones are answered twenty-four hours a day. On-line access to other information is at GSA advantage website at: www.gsaadvantage.com.

InterPreters, Inc. is a minority and women owned corporation providing Spanish and English language services. Since 1999, InterPreters, Inc. has provided these services to state and federal courts, law enforcement agencies, hospitals, schools and commercial businesses. Our experience has enabled us to customize our services directly to the customer's needs.

We provide our services twenty-four hours a day, seven days a week. Our specialties are interpretation, translation and transcription services. Our billing practices enable our customers to efficiently predict the cost of their services prior to utilization. Under this schedule, InterPreters, Inc. bills by the word or by the hour under this contract. This is a unique practice in the industry. Interpretation is billed by the hour with a one hour minimum. Translation is billed by the word in the target language. Transcription is billed by the hour of recorded conversation. We strive to provide our services according to our client's needs and desires.

SIN(s) Awarded:

382-1, Translation Services

382-2, Interpretation Services

382-4, Comprehensive Linguistic Analytical Support Services (CLASS)

Recovery SIN(s) Awarded: 382-1RC, 382-2RC and 382-4RC

Maximum Order: \$1,000,000.00

Minimum Order: \$100.00

Prompt Payment Discount: Net-30 Days

Geographic Coverage: FOB Destination, Domestic delivery, with the exact time to be specified on individual Delivery/Task Orders.

Licensing fees: If any, are to be negotiated between the contractor and the individual customer agencies.

InterPreters, Inc. possesses an adequate and auditable labor hour recording and invoicing system capable of fully supporting labor hour invoices; therefore, the firm is approved to accept both Labor-Hour and Firm-Fixed-Price Delivery/Task Orders from authorized agencies under this contract

SERVICES DESCRIPTIONS

SIN 382-1: Translation and Transcription Services:

InterPreters, Inc. employs only fluent and tested translators. Our staff can quickly turn around most projects in a quick time-frame. Since the timeline is dependent on the size and complexity of each project, please contact us for a specific estimate on your project. Translators provide documents in electronic or hard copy format. We even have the capability to maintain graphic presentment of the original document. This is extremely helpful when translating brochures, pamphlets and manuals.

Translator/Interpreter:

Translators/Interpreters must demonstrate fluency in both Spanish and English. Fluency is determined by written and oral examination and annual re-examination. Interpreters and translators working in the courts are required to obtain necessary certification prior to performing these functions in the court. Interpreters attend a 16 hour orientation course and must satisfactorily complete an ethics and professional responsibility exam. Interpreters shadow experienced interpreters and engage in role playing situations to evaluate strength and weaknesses. Monthly training sessions are conducted to evaluate interpreter/translator performance. While experience is an important aspect of interpreter performance, training people with appropriate language skills is more important in determining proficiency. Minimum education is High School Diploma. No experience is necessary; however, at least 1 year of interpreting/translation is preferred.

Transcription services have become an important aspect for our law enforcement clients. We offer the capability to transcribe recordings or live broadcasts in both English and Spanish. All transcriptions are reviewed for accuracy. Transcription format is normally provided as a Word Document or other word processing file. For live broadcasts (Title III Wire Intercepts), we bill by the hour and for previously recorded conversations, we bill by the recorded hour of conversation. This means our customers will know the final price prior to awarding the contract. No need to estimate how many work hours are involved in the process.

Transcriptionists are required to demonstrate the ability to type at least 50 words per minute. Transcriptionists are trained to use foot pedals and computer software to aid in the transcription of recordings. Transcriptionists performing translation/transcription must demonstrate the same skills as a translator/interpreter in addition to the ability to type 50 words per minute. Experience is not necessary as long as they have the necessary typing and language skills. Minimum education is High School Diploma. No experience is necessary; however, at least 1 year of transcription/translation is preferred.

Spanish Translation Services, Group 1: Normal correspondence. This category includes letters, brochures, basic manuals, and similar items.

Spanish Translation Services, Group 2: Technical material. This category includes indictments, plea agreements, legal court documents, technical documents and similar items.

English Transcription Services, Group 1: Good quality source recordings. Good Quality recordings are clear recordings with little or no static, interference, and/ or background noise. Good quality recordings will have intelligible conversation with identifiable speakers.

English Transcription Services, Group 2: Poor quality source recordings. Examples of poor quality recordings are: poor microphone placement, large amounts of background noise, interference and static, multiple parties speaking at the same time, mumbled or garbled speech, technical difficulties with the recording process, etc.

Spanish Transcription Services, Group 1: Good quality source recordings. Good Quality recordings are clear recordings with little or no static, interference, and/ or background noise. Good quality recordings will have intelligible conversation with identifiable speakers.

Spanish Transcription Services, Group 2: Poor quality source recordings. Examples of poor quality recordings are: poor microphone placement, large amounts of background noise, interference and static, multiple parties speaking at the same time, mumbled or garbled speech, technical difficulties with the recording process, etc.

Title III Transcription Services: transcribing recorded source recordings on site and under supervision of law enforcement personnel.

SIN	SERVICE (e.g. Job Title/Task)	COMMERCIAL PRICE LIST (CPL)	UNIT OF ISSUE	DISCOUNT OFFERED TO GSA off CPL (%)	PRICE OFFERED TO GSA (excluding IFF)	PRICE OFFERED TO GSA (including IFF)
382-1	Spanish Translation (Group 1, Normal Correspondence)	\$0.15	Word	0.75	\$0.15	\$0.15
382-1	Spanish Translation (Group 2, Technical Material)	\$0.18	Word	0.75	\$0.18	\$0.18
382-1	English Transcription (Group 1, Good Source Recording)	\$175.00	Hour of recorded conversation *	0.75	\$173.69	\$175.00
382-1	English Transcription (Group 2, Poor Source Recording)	\$220.00	Hour of recorded conversation *	0.75	\$218.35	\$220.00
382-1	Spanish Transcription (Group 1, Good Source Recording)	\$660.00	Hour of recorded conversation *	0.75	\$655.05	\$660.00
382-1	Spanish Transcription (Group 2, Poor Source Recordings)	\$725.00	Hour of recorded conversation *	0.75	\$719.56	\$725.00
382-1	Transcription – Title III Wire Interception	\$25.00	Hour	0.75	\$24.81	\$25.00

(English) (Category 1, Transcription, monitoring of Intercepted Pertinent Phone Calls)					
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SIN 382-2: Interpretation Services:

InterPreters, Inc. employs professional interpreters who have passed fluency tests and rigorous background checks. Interpreters are trained and efficient in consecutive and simultaneous interpreting.

Translators/Interpreters must demonstrate fluency in both Spanish and English. Fluency is determined by written and oral examination and annual re-examination. Interpreters and translators working in the courts are required to obtain necessary certification prior to performing these functions in the court. Interpreters attend a 16 hour orientation course and must satisfactorily complete an ethics and professional responsibility exam. Interpreters shadow experienced interpreters and engage in role playing situations to evaluate strength and weaknesses. Monthly training sessions are conducted to evaluate interpreter/translator performance. While experience is an important aspect of interpreter performance, training people with appropriate language skills is more important in determining proficiency. Minimum education is High School Diploma. No experience is necessary; however, at least 1 year of interpreting/translation is preferred.

InterPreters, Inc. staff utilize the latest wireless technology to facilitate efficient and transparent communication, whether the client is one individual or a large group. Our staff is trained to tailor services to your particular needs.

- Spanish Interpretation Services, Group 1: Weekday rate applies to services provided 9:00 am to 5:00 pm, Monday through Friday, excluding Federal holidays.
- Spanish Interpretation Services, Group 2: This rate applies to services provided evening (5:00pm to 9:00 am, Monday through Friday), weekend and Federal holidays.

SIN	SERVICE (e.g. Job Title/Task)	COMMERCIAL PRICE LIST (CPL)	UNIT OF ISSUE	DISCOUNT OFFERED TO GSA off CPL (%)	PRICE OFFERED TO GSA (excluding IFF)	PRICE OFFERED TO GSA (including IFF)
382-2	Spanish Interpretation (Category 1, Weekday, normal hours)	\$55.00	Hour	0.75	\$54.59	\$55.00
382-2	Spanish Interpretation (Category2, Evening, /weekends & holidays)	\$55.00	Hour	0.75	\$54.59	\$55.00

SIN 382-4: Linguistic services:

InterPreters, Inc. provides a uniquely tailored service for law enforcement agencies. We provide staff to monitor Spanish speakers under Title III wire intercepts. As part of this service, our staff provides a live simultaneous interpretation of the monitored call. This allows law enforcement to immediately act upon the information as it is generated. Upon termination of the call, the staff writes a summary of the call and at the direction of law enforcement personnel, designated calls are completely transcribed. Those transcriptions are reviewed by a supervising interpreter who certifies the translation and enables the government to designate one person as the responsible party for all

future testimony as necessary. This service is also available to review previously recorded conversations and enable one interpreter to testify to the content of the conversations.

Sara Gardner has testified in federal court in previous investigations and been recognized as an expert in Spanish slang by the 10th Circuit Court.

SIN	SERVICE PROPOSED (e.g. Job Title/Task)	COMMERCIAL PRICE LIST (CPL)	UNIT OF ISSUE	DISCOUNT OFFERED TO GSA off CPL (%)	PRICE OFFERED TO GSA (excluding IFF)	PRICE OFFERED TO GSA (including IFF)
382-4	Interpretation- Title III Interception (Monitoring/translation of all intercepted calls, summaries and transcription of all pertinent calls(Spanish to English))	\$55.00	Hour	0.75	\$54.59	\$55.00

Discounts: Interpreters, Inc submitted pricing based on its December 2000 commercial price list. The Government prices, excluding the required .75% IFF, terms and conditions are better than those sold to its most favored customers, the Missouri Federal Public Defenders and the Bureau of Alcohol, Tobacco and Firearms. The MFC(s) do not receive any discounts off Interpreters, Inc's commercial price list. Interpreters, Inc is offering GSA prices (excluding the required .75% IFF) that are discounted 0.75% off Interpreters, Inc's commercial price list.

Basis of Award:

In accordance with clause 552.238-75 Price Reductions, Missouri Federal Public Defenders are the basis of award customer for the following services. GSA prices excluding the required .75% IFF are at least 0.75% less than the prices offered/sold to the MFC/BOA.

- 1) Spanish Translation (Group 1, Normal Correspondence)
- 2) Spanish Translation (Group 2, Technical Material)
- 3) Spanish Interpretation (Category 1, Weekday, normal hours)
- 4) Spanish Interpretation (Category 2, Evening, Weekends & Holidays)

In accordance with clause 552.238-75 Price Reductions, the basis of award customer (BOA) is none for the following below services, as the Bureau of Alcohol, Tobacco is a Federal customer and is not eligible basis of award customers. Interpreters, Inc agrees to contact GSA once a sale involving the following below awarded services occurs with a commercial customer. GSA rates are discounted at least 0.75% from the Interpreters, Inc's commercial market prices, as stated in the incorporated CSP and Solicitation Document 8-Price Proposal.

- 1) English Transcription (Group 1, Good Source Recording)
- 2) English Transcription (Group 2, Poor Source Recording)
- 3) Spanish Transcription (Group 1, Good Source Recording)
- 4) Spanish Transcription (Group 2, Poor Source Recording)

- 5) Transcription – Title III Wire Interception (English) (Category 1, Transcription, monitoring of Intercepted Pertinent Phone Calls)
- 6) Transcription-Title III Wire Interception (Onsite Transcription/translation of pre-recorded, intercepted patient calls (Spanish to English))
- 7) Interpretation- Title III Interception (Monitoring/translation of all intercepted calls, summaries and transcription of all pertinent calls (Spanish to English)).

Economic price adjustments (EPA): EPA will be in accordance with clause 552.216-70 Economic Price Adjustment-FSS Multiple Award Schedule Contracts.